



# Indiana Department of Insurance

## Memorandum

**DATE:** May 30, 2019

**TO:** Indiana Insurance Licensing Candidates and Professionals

**FROM:** Randall Evans, Deputy Commissioner, Agency Services Division

**RE:** Change of Examination Provider to Pearson VUE

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The Indiana Department of Insurance (IDOI) is pleased to announce its new insurance licensing examination provider, **Pearson VUE**. IDOI licensing candidates can now use the new website [www.pearsonvue.com/in/insurance](http://www.pearsonvue.com/in/insurance) to schedule their licensing exams for dates beginning May 30<sup>th</sup>, 2019. First-time users must first create an account by selecting the "Create account" box and following the prompts. For full guidance on examination policies and procedures, please refer to the new [Candidate Handbook](#) on the website.

All new Features and Services:

- Reduced cost of ALL licensing exam fees
- Updated volumes, seat times and passing scores to increase reliability and fairness of exams
- Updated Exam [Content Outlines](#)
- Candidates can now see the exam availability at their selected testing location, *before* paying exam fees
- New online scheduling questions verify candidate has the proper, unexpired certificate/waiver/license pertaining to their exam
- New security protocols at all test center locations to support and maintain the integrity of IDOI licensing exams
- May present exam certificate/waiver/license at test center in electric format on mobile device
- No longer need username and password to log in to exam at test center
- Increased number of in-state testing locations from 23 to 32
- One stop information: Web links to IDOI Licensing partners (NIPR, Sircon) connecting access to exam scheduling and licensing application services in one location
- There are now 21 secure testing locations in the states (IL, MI, OH, KY) bordering Indiana, to accommodate Hoosiers living in border towns that are not conveniently located near an Indiana testing location
- [Online Webchat](#) (hosted by Pearson Vue) to assist users with navigating the exam registration process and finding optimal locations for testing
- Designated Indiana toll free (**866-895-0496**) Customer Service Number (hosted by Pearson Vue) to provide IDOI licensing candidates with exam scheduling assistance.
- Online practice tests available for Life, Health and Property & Casualty Producers
- Ability to host an annual IDOI/Pearson VUE "**Industry Day**" for education providers and other interested stakeholders

And wait...there's more!!!

## **All New Indiana Military Member Services:**

- IDOI licensing examination global availability, on nearly 120 designated military installations, bases and naval vessels.

This global presence allows military reservist and active duty service members *and their families*, anticipating a transition to civilian life and interested in an alternative career in the

Insurance industry, an opportunity to take online pre-licensing courses; apply for an insurance producer license; and take Indiana insurance licensing examinations at their designated military duty station prior to transitioning from active duty. In doing so, giving service members a “head start” on the job placement process, when returning home to Indiana. These services also align with Governor Holcomb’s Veteran’s Next Level Initiative: which expands veteran’s services to attract military service members and their families to Indiana, from other states.

This is an exciting transition for IDOI to offer better quality services within Indiana’s insurance market.

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